

DUTY STATEMENT

SH3002 (Rev. 02/2020)

Box reserved for Personnel Section

Employee Name		RPA Control No.#		C&P Analyst Approval		Date	
Position No / Agency-Unit-Class-Serial		Division Department of State Hospitals-Metropolitan					
Class Title Program Technician I		Unit Trust Office					
SUBJECT TO CONFLICT OF INTEREST <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		CBID		WORK WEEK GROUP		PAY DIFFERENTIAL	
						OTHER	

BRIEFLY (1 or 2 Sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the general direction of the Patient Benefit and Insurance Officer I, the Program Technician I shall review and/or process more technical forms, files, etc., associated with a department which requires more detailed knowledge of the Program, so that difficult calculations can be made and/or processing can be done in cases where guidelines are not clear.

% OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%. (Use additional sheet if necessary.)
	<p><u>ESSENTIAL FUNCTIONS</u></p> <p>40% Reviews patient's cases by abstracting information indicated on the Patient's Admission Questionnaire, Psychiatric Evaluation/Assessment and/or mailed correspondence from authorized contact persons to evaluate potential and/or benefits of entitlement.</p> <p>10% Contacts patient's families, other contact persons or conservator, to determine and/or establish possible benefit entitlement.</p> <p>10% Processes and submits applications for various monetary claims like Social Security Disability, Survivor's Benefits, Widow/Widower Benefits, Disabled Adult Child Benefits and Veteran's Benefits, to various agencies, if applicable.</p> <p><u>MARGINAL FUNCTIONS</u></p> <p>10% Conducts sensitive interviews with patients utilizing the Admission Questionnaire form to gather critical information for the determination of the patient's potential benefit status.</p> <p>5% Inputs Psychiatric Discharge/Aftercare Plan information onto the Client Account Update screen of the Cost Recovery (CRS) computer application.</p> <p>5% Assists the cashiers in the weekly Satellite Trust services of the Department.</p> <p>5% Processes incoming mails and distribute them to appropriate staff</p> <p>5% Performs other related functions and assigned duties and responsibilities consistent with this classification.</p>

SUPERVISION RECEIVED

Under the general direction and supervision of the Patient Benefit and Insurance Officer I

SUPERVISION EXERCISED

N/A

KNOWLEDGE AND ABILITIES**KNOWLEDGE OF:**

Principles, practices and trends of public and business administration, management; governmental functions and organizations; of medical terminologies, Medicare eligibility criteria and benefit coverage.

ABILITY TO:

Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise manager or other interested parties on related areas of practice; gain and maintain the confidence and cooperation of those contacted during the course of work.

SPECIAL REQUIREMENT

ABILITY TO: Not applicable

REQUIRED COMPETENCIES**PHYSICAL:**

The incumbent must possess the necessary physical, mental and cognitive abilities to perform the highly specialized work needed to carry out the essential duties of the position. This includes but is not limited to working with computer software and hardware, bending, stooping, twisting, walking on irregular surfaces, pushing and pulling up to 25 pounds, lifting and carrying up to 25 pounds, and repetitive fine motor and hand motion.

SAFETY:

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control.

CULTURAL AWARENESS:

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

CPR:

Maintains current certification

SITE SPECIFIC COMPETENCIES:

The Program Technician I must be able to accomplish all assigned tasks and keep current on processing all assigned cases.

TECHNICAL PROFICIENCY (SITE SPECIFIC):

This position utilizes various office equipment and computers. The Program Technician I must have a working knowledge and be able to operate calculators, computers, printers, copiers, phones, faxes, etc.

LICENSE OR CERTIFICATION - not applicable**TRAINING - Training Category = Type II General**

The employee is required to keep current with the completion of all required training.

THERAPEUTIC STRATEGIC INTERVENTION (TSI)

Supports safe working environment; practices the strategies and intervention that promote a therapeutic milieu; applies and demonstrates knowledge of correct methods in the management of assaultive behavior. Training provided during new employee orientation.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PIH) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

WORKING CONDITIONS**EMPLOYEE IS REQUIRED TO:**

- Report to work on time and follow procedures for reporting absences;
- Maintain a professional appearance;
- Appropriately maintain cooperative, professional, and effective interactions with employees, patients/clients, and the public.
- Comply with hospital policies and procedures.

All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and safely perform their essential job functions.

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor's Signature

Date